Optum

Heather Gilman, CFO, Optum CA

Experienced Vice President Finance with a demonstrated history of working in healthcare. Skilled in Building Teams, Improving Processes, and Driving Financial Performance. MBA from Stanford.

We're evolving health care so everyone can have the opportunity to live their healthiest life. It's why we put your unique needs at the heart of everything we do, making it easy and affordable to manage health and well-being. We are delivering the right care how and when it's needed; providing support to make smarter and healthier choices; and making prescription services easier, while helping you save money along the way. It's everything health care should be. Together, for better health.

DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?
Improve forecasting accuracy

Streamline reporting via AI

Improve finance hygiene - reconcile cap payments vs eligibility, recoupment of claims paid for non-eligible

WHAT IS YOUR CURRENT TECHNOLOGY STACK?
Cozeva, Facets, Allscripts, EPIC, Planful

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?
45

WHO DO YOU REPORT TO?
Mark Stewart, CFO Optum West

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?
$150 to $300 million

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION
AI technologies to streamline reconciliation of capitation payments to eligibility files. Technology to help automate recoveries of claims overpayments

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?
AI & automation vendors

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?
Q2 2026

WHAT IS YOUR BUDGET FOR THIS PROJECT?
$25M

What technology/services are of strategic importance to you in the next 12 months?

Please indicate level of need/importance below.

We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.

Implementing integrated financial management systems for real-time premium billing and reconciliation	A
Leveraging advanced analytics for cost optimization and contract modeling	D
Automating claims processing to increase auto-adjudication rates and reduce manual intervention	E
Deploying predictive modeling tools for risk assessment and high-cost claimant identification	B
Integrating value-based care payment models into financial systems	C
Utilizing fraud, waste, and abuse detection platforms to minimize financial losses	E
Adopting cloud-based claims administration solutions for scalability and flexibility	A
Enhancing interoperability between financial, claims, and member management systems	B
Implementing real-time financial and operational dashboards for decision support	C
Strengthening regulatory compliance with automated audit and reporting tools	D
Leveraging mobile and portal technologies for improved stakeholder engagement	B
Utilizing AI and machine learning for anomaly detection in claims and payments	A
Centralizing data from disparate systems for unified analytics and reporting	C
Investing in cybersecurity to protect sensitive financial and member data	E
Deploying business intelligence tools for scenario modeling and forecasting	D
Integrating digital engagement tools to improve member transparency and satisfaction	A
Adopting SaaS and BPaaS models to reduce IT overhead and enable rapid scaling	B